Unit Service Coordinator (USC) Program

"Making old programs new again!!!"

Judy Woolley, ACS Director
Fort Carson, Colorado

Unit Service Coordinators

Program Background

Originated in 1995 and tested at various installations.

Program Goals:

1. To connect each military unit/activity with ACS services.
2. To provide a visible subject matter expert for unit staff on ACS issues.
3. To more effectively help soldiers and families

How it Was!!!

- Highly visible command emphasized program
- Well accepted by some Commanders

  Tolerated by others
- Well accepted by some ACS personnel

  Tolerated by others
- Totally dependent on the personality, abilities, knowledge, and skills of the individual USC

Weathering the Test of Time

1998 - 2000

Change naturally occurs:

- Organizational
- Commander
- ACS Personnel
- Mission
- Resource
- Priorities

The "Wake-Up" Call

- Attitude of ACS Staff – less than expected concerning USC duties
- ACS Annual Strategic Planning Conference, FY01 & 02
- Outreach Service Delivery Planning Conference, FY01
- Accreditation – January, 2002
- Installation Status Report – FY01 (completed in March of 2002)
- New Command Group, FY02
- New Command Group, FY03

Factors Contributing to USC Program Decline

1. Command Emphasis
2. Accountability
3. Consistency
4. Credibility
5. Training
6. Complacency
7. Marketing

How we changed the USC program to meet our community's needs...

- Command Emphasis

  - Performance standard on ACS Director evaluation
  - Prepared USC Handbook for all Commanders AND ACS Staff
  - ACS Director sets the expectation with Commanders and ACS staff
  - ACS Director utilizes Garrison Commander to reinforce USC support system to Senior Mission Commanders (06 and higher)
  - ACS Director educates all spouses of Brigade level Commanders on the USC program

How we changed the USC program to meet our community's needs

- Created a USC "Team" Approach
  - Senior ACS managers serve as USC Team Leaders
  - Team Leaders are responsible and accountable for Brigade strength USC support functions
  - Team Leaders responsible for training subordinate USC representatives
  - Team Leaders responsible for leading a pro-active approach with assigned Brigade and subordinate USC representatives
  - Team Leaders are responsible for providing all data reports to Mob & Dep Readiness Program Manage
  - Team Leaders are responsible for coordinating ACS support at SRP site for assigned MSC's

How we changed the USC program to meet our community's needs

- Created a USC Team Approach

  - Team Leaders are responsible for coordinating ACS staffing at SRP site for assigned MSC's
  - Team Leaders are responsible for reviewing all Fami Assistance Sheets for potential at-risk families and advising appropriate Commander of any serious family situations
  - Team Leaders are responsible for preparing and sen Information Packets to family members identified a Next of Kin who are located outside the immediate

What does the USC do?

- Establishes USC relationship with Battalion Commanders
- Coordinates all unit USC support functions
  - Pre-deployment Briefings (OPREADY materials)
  - Deployment Briefings
  - AFTB Classes
  - ACS Support Classes and Services
  - Attends unit FRG Steering Committee meetings as resource to Commander
  - Attends FRG Meetings as requested (at least one per month is recommended)

What does the USC do?

- Informs Team Leader of unit status and support plans
- Maintains all performance data to provide to Mob/Dep Readiness Program Manager
- Provides SRP support to assigned unit during deployment processing
  - Family Assistance Sheets
  - Interviews soldiers as they turn in sheets
  - Advises Team Leader of any crisis

USC Training

Monthly In-Service Training increases Credibility by providing more professional USC who deliver services in a more consistent manner.

- ACS Program Specific
- Crisis Management
- Stress Management
- Customer Service
- Presentation Skills
- Standardized Deployment Briefing

USC Training

Trained and competent USCs become confident and proud of their contributions.

Complacency disappears as they understand the significance of their duties and are recognized and valued by the Commander.

Providing training that is specific to the duties of the USC is vital – it validates the importance of the USC's duties.

Marketing

- Professional (appearance and presentation)
- Organized
- Identifiable (Branded)
- Program Specific
- Target specific market
- Professional USCs require professional support

Where will we go from here?

Short Term Goals:

- Conduct monthly USC lunch meetings with Commanders
- Integrate USCs into the reunion process

Long Term Goals:

- Incorporate Installation Prevention Team (IPT) reports
- Create multi-functional USC teams to provide more holistic support

Questions and Follow-Up

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